

FY09		FY10		Trend	Survey Item
N	Mean	N	Mean		
122	83%	99	81%	DOWN	'Do you like who you attend your _____ (work, day program, school, summer program/camp, after school program) with?'
116	85%	96	75%	DOWN	'Did you choose your _____ (job, day program, school, summer program/camp, after school program)?'
126	87%	101	81%	DOWN	'Do you like your _____ (job, day program, school, summer program/camp, after school program)?'
85	74%	51	80%	UP	'Do you make enough money?'
105	68%	50	86%	UP	'Is that enough money to have things you enjoy?'
130	85%	113	90%	UP	'Do you feel safe where you live?'
118	85%	111	75%	DOWN	'Did you choose where you live?'
110	70%	110	74%	UP	'Could you choose to move somewhere else if you wanted?'
136	85%	116	84%	DOWN	'Do you like where you live?'
68	79%	36	81%	UP	'Do you like your roommates?'
58	81%	35	80%	DOWN	'Did you choose your roommates?'
12	75%	14	86%	UP	'Do you like living alone?'
130	75%	105	76%	UP	'Can you see or talk to your family when you want?'
86	45%	90	37%	DOWN	'Do your staff help you keep in contact with your family?'
134	75%	117	74%	DOWN	'Do you have as many friends as you want?'
130	76%	114	72%	DOWN	'Can you see or talk to your friends if you want?'
107	49%	107	43%	DOWN	'Do your staff help you keep in contact with your friends?'
134	75%	116	82%	UP	'Do you have opportunities to do things you enjoy? (going bowling, going to movies, going out-to-eat, Special Olympics)'
129	66%	112	93%	UP	'Do you participate in clubs/groups/organizations/church activity if you choose?'
132	83%	117	91%	UP	'Can you get around to the places you want to go?'
131	94%	115	96%	UP	'Do you get help to access your doctor/dentist?'
137	77%	116	82%	UP	'Do you feel healthy?'
133	92%	116	90%	DOWN	'Do you get medical/dental services when you need them?'
132	80%	115	77%	DOWN	'Do you know your Support Coordinator?'
129	88%	111	94%	UP	'Do you like your Support Coordinator?'
123	10%	112	4%	DOWN	'Do you want a new Support Coordinator?'
128	78%	113	89%	UP	'Does your Support Coordinator get back with you when you need help?'
136	76%	113	85%	UP	'Does your Support Coordinator visit you?'
120	88%	110	89%	UP	'Are your staff available when you need help?'
119	86%	103	70%	DOWN	'Were you involved in choosing your staff?'
122	87%	107	84%	DOWN	'Do your staff help you with meeting your goals?'
127	88%	111	86%	DOWN	'Do you like the staff that provides your supports?'
115	62%	106	56%	DOWN	'Are you able to receive/send mail without others reading your mail?'
122	75%	107	79%	UP	'Are you able to use the phone when you want without others listening to your conversations?'
108	10%	94	7%	DOWN	'Do you loan your money or belongings to staff?'
121	74%	113	78%	UP	'Do you have spending money and the choice of how you spend it?'
123	28%	111	12%	DOWN	'Do you know how your money is spent?'
83	72%	78	82%	UP	'Do people in your home ask and show respect before entering your bedroom?'
123	90%	111	95%	UP	'Are you able to be alone if you choose and have your privacy respected?'
125	41%	114	55%	UP	'Do you know what to do if you wanted a change? (provider, support coordinator, staff, service, additional needs)'
88	69%	92	74%	UP	'Do people coming into your home knock and show respect before entering?'
131	83%	116	77%	DOWN	'Do you have choice in what you wear and where you shop for clothes?'
136	82%	114	85%	UP	'Do you choose what you do during the day? (what time you wake up, go to bed, what you watch on T.V., how you spend your freetime)'
133	74%	108	65%	DOWN	'Do you help plan your menu and go to the grocery store with your staff? '
134	75%	114	81%	UP	'Do you have choices in what you eat and cook?'

T-test (test for statistically significant difference between 2 year historical values) legend:

UP	DOWN	.99 or greater chance of significance (p < .01)
UP	DOWN	.95-.99 chance of significance (.05 > p > .01)
UP	DOWN	.90-.95 percent chance of significance (.10 > p > .05)
UP	DOWN	Not significantly different (p > .10)

Division Commentary:

What we're doing well:

We were pleased to see statistically significant changes in favorable directions for three of five measures of satisfaction with support coordination. We sought stable trends in this domain given our radical structural change as we privatized case management functions during this time period. Improvement in this area exceeded our expectations and we were pleased to see the evidence to support our rationale that externalizing these functions would lead to improved quality.

What we're doing to improve:

Three of the four undesirable declines were related to a person's choice and their human rights. The Division is committed to client choice and fulfilling our mission to help people to live independently through self-determination. Communication and training with our contracted providers are key to improving people's ability to make choices and exercise their human rights. The Division's Quality improvement team members conducted a training to address the very concerns outlined above. The team utilized that opportunity to share with support coordinators the good news and also provide some ideas for promoting choice and human rights. The Division continues to use this and other data to improve the services provided to the people of Utah.